

IN THE CLAIMS

2. (Twice Amended) A method of managing institutional telephone activity between a calling party and a called party, wherein ~~said~~ the method comprises:

providing an account for each ~~said~~ calling party, wherein ~~said~~ the account comprises calling party entitlements, wherein at least some entitlements are based on the calling party's class;

creating ~~initiating~~ an institutional communication connection with a calling terminal following initiation by ~~said~~ the calling party from a calling terminal, wherein ~~said~~ each institutional communication connection initiating comprises an external communication request from ~~said~~ the calling party that initiated the institutional communication connection;

identifying ~~said~~ the calling party;

analyzing ~~said~~ each external communication request received from the calling party to determine its called party parameters; ~~and~~

comparing ~~said~~ the called party parameters to ~~said~~ the calling party entitlements to determine whether ~~said~~ the calling party is entitled to communicate with the a communication between said called party and denying the external communication request if the comparing returns a negative result; and ~~said~~ calling party and

determining whether ~~said~~ the calling party has an active account and denying the external communication request if the, ~~wherein said communication is denied if said~~ determining returns a negative result.

3. (Currently Amended) A method according to claim 2, wherein ~~said~~ the method further comprises the step of:

establishing ~~said~~ the communication based on ~~said~~ the comparing.

4. (Currently Amended) A method according to claim 2, wherein ~~said~~ the method further comprises the steps of:

placing ~~said~~ the calling party on hold;

establishing communication with ~~said~~ the called party;

5 calculating a rate to charge ~~said~~ the called party for ~~said~~ the communication;
6 announcing ~~said~~ the rate to ~~said~~ the called party;
7 prompting ~~said~~ the called party for acceptance or refusal of ~~said~~ the rate;
8 receiving a response from ~~said~~ the called party; and
9 establishing communication between ~~said~~ the calling party and ~~said~~ the called
10 party based on ~~said~~ the response.

1 5. (Previously cancelled without prejudice or disclaimer)

1 6. (Currently Amended) A method according to claim 2, wherein ~~said~~ the
2 comparing comprises the steps of:
3 identifying ~~said~~ the calling terminal; and
C 1 4 determining whether ~~said~~ the calling party is entitled to use the calling terminal;
5 wherein ~~said~~ the communication is denied if ~~said~~ the determining returns a
6 negative result.

1 7. (Currently Amended) A method according to claim 2 3, wherein ~~said~~ the
2 establishing comprises the steps of:
3 initiating a second communication connection; and
4 bridging ~~said~~ the institutional communication connection with ~~said~~ the second
5 communication connection.

1 8. (Currently Amended) A method according to claim 2, wherein ~~said~~ the
2 establishing comprises the steps of:
3 placing ~~said~~ the calling party on hold;
4 initiating connection with ~~said~~ the called party;
5 detecting completion of ~~said~~ the connection;
6 providing identification of ~~said~~ the calling party to ~~said~~ the called party;
7 prompting ~~said~~ the called party for acceptance or refusal of communication with
8 ~~said~~ the calling party; and
9 receiving a response from ~~said~~ the called party to ~~said~~ the prompting;
10 wherein ~~said~~ the response determines whether ~~said~~ the calling party and ~~said~~ the
11 called party are connected.

1 9. (Currently Amended) A method according to claim 2, wherein ~~said~~ the
2 method further comprises the step of:
3 providing ~~said~~ the called party with an option to prohibit any future calls from
4 ~~said~~ the calling party.

1 10. (Currently Amended) A method according to claim 2, wherein ~~said~~ the
2 method further comprises the step of:
3 providing ~~said~~ the called party with an option to prohibit future calls from the
4 location of ~~said~~ the calling party.

1 11. (Currently Amended) A method according to claim 2, wherein ~~said~~ the
2 method further comprises the step of:
3 replaying a call origination message to ~~said~~ the called party.

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1 12. (Currently Amended) A method according to claim 2, wherein ~~said~~ the
2 account contains data representative of telephone numbers.

1 13. (Currently Amended) A method according to claim 2, wherein ~~said~~ the
2 account contains data representative of personal identities.

1 14. (Currently Amended) A method according to claim 3, wherein ~~said~~ the
2 account contains data indicating whether to record ~~said~~ the communication by ~~said~~ the
3 calling party.

1 15. (Currently Amended) A method according to claim 3, wherein ~~said~~ the
2 account contains data indicating whether to record ~~said~~ the communication to ~~said~~ the called
3 party.

1 16. (Currently Amended) A method according to claim 3, wherein ~~said~~ the
2 account contains data indicating whether to monitor ~~said~~ the communication by ~~said~~ the
3 calling party.

1 17. (Currently Amended) A method according to claim 3, wherein ~~said~~ the
2 account contains data indicating whether to monitor ~~said~~ the calling party terminal.

1 18. (Currently Amended) A method according to claim 3, wherein ~~said~~ the
2 account contains data indicating whether to monitor ~~said~~ the communication to
3 predetermined telephone numbers.

1 19. (Currently Amended) A method according to claim 3, wherein ~~said~~ the
2 account contains data indicating whether to monitor ~~said~~ the communication to ~~said~~ the
3 called party.

C/ 1 20. (Currently Amended) A method according to claim 3, wherein ~~said~~ the
2 account contains data indicating called parties to whom communications should be not
3 recorded.

1 21. (Currently Amended) A method according to claim 3, wherein ~~said~~ the
2 method further comprises the step of:
3 providing administrative control to initiate recording of ~~said~~ the communication.

1 22. (Currently Amended) A method according to claim 3, wherein ~~said~~ the
2 method further comprises the step of:
3 providing administrative control to initiate administrative monitoring of ~~said~~ the
4 communication.

1 23. (Currently Amended) A method according to claim 3, wherein ~~said~~ the
2 method further comprises the step of:
3 providing administrative control to terminate ~~said~~ the communication.

1 24. (Currently Amended) A method according to claim 3, wherein ~~said~~ the
2 method further comprises the step of:
3 monitoring ~~said~~ the communication for fraud detection events.

1 25. (Cancelled without prejudice or disclaimer)

1 26. (Currently Amended) A method according to claim 3, wherein ~~said~~ the
2 method further comprises the step of:

3 storing in ~~said~~ the account data representative of ~~said~~ the communication.

1 27. (Currently Amended) A method according to claim 3, wherein ~~said~~ the
2 method further comprises the step of:

3 storing keywords in ~~said~~ the account.

1 28. (Currently Amended) A method according to claim 27, wherein ~~said~~ the
2 method further comprises the step of:

3 monitoring ~~said~~ the communication for ~~said~~ the keywords.

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1 29. (Currently Amended) A method according to claim 3, wherein ~~said~~ the
2 identifying comprises biometric voice verification.

1 30. (Currently Amended) A method according to claim 29 wherein ~~said~~ the
2 biometric voice verification occurs continuously during ~~said~~ the communication.

1 31. (Currently Amended) A method according to claim 29, wherein ~~said~~ the
2 biometric voice verification comprises the steps of:

3 digitizing a first sample of ~~said~~ the calling party;

4 storing ~~said~~ the first sample;

5 digitizing a second sample of ~~said~~ the calling party from ~~said~~ the communication;

6 storing ~~said~~ the second sample; and

7 comparing ~~said~~ the first sample to ~~said~~ the second sample for verifying

8 identification of ~~said~~ the calling party.

1 32. (Currently Amended) A method according to claim 29, wherein ~~said~~ the
2 biometric voice verification comprises the steps of:

3 digitizing a first sample of ~~said~~ the called party;

4 storing ~~said~~ the first sample;

5 identifying ~~said~~ the called party;

6 digitizing a second sample of ~~said~~ the called party from ~~said~~ the communication;
7 storing ~~said~~ the second sample; and
8 comparing ~~said~~ the first sample to ~~said~~ the second sample second sample for
9 verifying identification of ~~said~~ the called party.

1 33. (Currently Amended) A method according to claim 28, wherein ~~said~~ the
2 biometric voice verification comprises the steps of:

3 identifying ~~said~~ the called party;
4 digitizing a first sample of ~~said~~ the calling party;
5 storing ~~said~~ the first sample;
6 digitizing a second sample of ~~said~~ the called party;
7 storing ~~said~~ the second sample;
8 digitizing a third sample of ~~said~~ the communication;
9 storing ~~said~~ the third sample; and
10 comparing ~~said~~ the first sample and ~~said~~ the second sample to ~~said~~ the third
11 sample.

1 34. (Currently Amended) A method according to claim 33, wherein ~~said~~ the
2 comparing detects unauthorized parties to ~~said~~ the communication.

1 35. (Previously Amended) A method of managing institutional telephone activity,
2 between a calling party and a called party, wherein said method comprises:

3 providing a plurality of calling terminals, a plurality of telephone lines, an
4 administrative database, an administrative interface, wherein said database
5 comprises an individual account for each calling party and wherein each
6 said account provides individual entitlements to each said calling party;
7 placing a communication request from one of said calling terminals by said
8 calling party to said called party, wherein said placing comprises said
9 entering numeric data into one of said calling terminals;
10 accepting said communication request;
11 identifying said calling party;
12 analyzing said communication request to determine parameters;

13 comparing said parameters with said entitlements; and
14 conditionally establishing communication between said called party and said
15 calling party.

1 36. (Unamended) A method according to claim 35, wherein said method further
2 comprises the steps of:

3 providing a digital recording buffer and a digital mass storage device;
4 monitoring said system for active calls; and
5 recording said active calls in said buffer.

1 37. (Unamended) A method according to claim 36, wherein said recording is
2 continuous.

C | 1 38. (Unamended) A method according to claim 36, wherein said method further
2 comprises the steps of:

3 monitoring said active call for fraud detection events;
4 storing said buffer contents in said mass storage device if said monitoring returns
5 a positive result; and
6 recording said remainder of the active call in said mass storage device if said
7 monitoring returns a positive result.

1 39. (Currently Amended) A system for managing institutional telephone activity
2 between a calling party and a called party comprising:

3 an interface component configured to accept an external communication request
4 from a calling party, the communication request having at least one called
5 party parameter;

6 a database storing a plurality of accounts associated with calling parties, each
7 account storing permissible calling party parameters for each calling party,
8 wherein at least some calling party parameters are based on the calling
9 party's class; and

10 a screening component in communication with the interface component and the
11 database, configured to read each external communication request, query
12 the database for the permissible calling party parameters associated with

13 the calling party and determine whether at least one called party parameter
14 is a permissible calling party parameter and configured to determine
15 whether the calling party has an active account, the screening component
16 denying the calling party's external communication request if the active
17 account determination returns a negative result.

1 40. (Unamended) The system of claim 39, further comprising a communications
2 component, in communication with the screening component, and configured to process the
3 communications request following determination by the screening component that the
4 communication request contains permissible parameters.

1 41. (Unamended) The system of claim 40, wherein one of the permissible
2 parameters is a telephone number.

C/ 1 42. (Unamended) The system of claim 41, further comprising a digital conversion
2 component configured to receive voice samples from the current calling party and convert
3 the voice samples to a digital format.

1 43. (Unamended) The system of claim 42, wherein the screening component is
2 further configured to perform biometric voice identification on the samples generated by the
3 digital conversion component and further configured to confirm an identity of the calling
4 party based upon the results of the biometric voice identification.

1 44. (Unamended) The system of Claim 42, wherein the digital conversion
2 component is further configured store the digital samples in a buffer.

1 45. (Unamended) The system of claim 42, wherein the database stores the digital
2 samples in files associated with the caller accounts.

1 46. (Unamended) The system of claim 44, wherein the accounts include
2 suspicious words associated with each calling party and the screening component is further
3 configured to scan digital samples for suspicious words.